

2004 LibQUAL+ Survey Analysis of Comments re: Interlibrary Loan

I. Cost of ILL

>> FACULTY / STUDENT COMMENTS:

- *I request more articles through interlibrary loan than I find in our libraries (which is expensive).*

>> LIBRARY'S RESPONSE:

Because of our consortial agreements with many Georgia and southeastern libraries, most book loans and photocopies are available for free. Sometimes, though, a book or photocopy is **only** available from a supplier that charges for its service. When you fill out an ILL form, you have the option of specifying "free only" or a maximum amount you would be willing to pay.

II. Efficiency of ILL

>> FACULTY / STUDENT COMMENTS:

- *I need sources more quickly, a way to track my own requests for those sources, and a longer use period for the sources.*
- *ILL at Tech is extraordinarily slow; there is no way to track ILL requests or due dates online, and requests sometimes vanish into the ether or are simply unable to be filled.*
- *[ILL] costs way too much time than I can afford.*

>> LIBRARY'S RESPONSE:

You will be pleased to learn that during the fall 2004 semester, ILL will be moving to a new platform, ILLiad, which will increase efficiency in several ways. Each student, faculty, or staff member will have his/her own ILL account, accessible from the Library's home page. With ILLiad you will be able to place requests, track them, view your transactions, and more. Articles received through ILL will be automatically posted to a server, and you will receive immediate notification when the material has arrived.

The length of use for material borrowed through ILL is determined by the lending library, not the Georgia Tech Library. Often a two-week renewal period can be obtained.

We continue to look for ways to make Interlibrary Loan faster and more convenient for the GT community. For any questions or concerns about ILL service, including any problems with unfilled requests or requests that have not been responded to, please contact Katharine Calhoun, Information Delivery Department, 404-894-0397, katharine.calhoun@library.gatech.edu.